ARRL Members: Join The Field Organization!

Want to have some serious fun? Try something different? Make new friends? All while giving something back to Amateur Radio and going above the call in supporting your League? Join the ARRL Field Organization, the family of official League volunteers! Choose from the menu of appointments below, fill out the form on the other side, and send it to your Section Manager (his/her address is listed on p. 8 of every issue of QST). You'll be glad you did!

Official Relay Station — If you handle traffic (ARRL radiograms) regularly on HF and/or repeater nets, this appointment is for you. Traffic handling is a great way to hone your operating skills, and meet new friends. The League was founded in 1914 on the principle of relaying messages via Amateur Radio. Monthly reporting is required.

Official Emergency Station — OES appointees are involved in emergency preparedness and operating. Requirements include regular participation in the local Amateur Radio Emergency Service (ARES) drills and tests, emergency nets and, of course, real emergency situations. OES appointees must be able to operate on emergency (battery, for example) power and have at least one-band mobile capability (such as 2-meters).

Official Observer -- Official Observers (OO) help amateurs maintain their transmitting equipment and operating procedures in compliance with FCC regulations through an on-the-air monitoring and notification program. The OO may also assist the FCC in serious cases as a member of the Amateur Auxiliary to the FCC's Field Operations Bureau. Requirements include successful completion of a certification examination, and at least a Technician Class license for a minimum of four years.

Official Bulletin Station -- OBS appointees copy news and information bulletins transmitted by the ARRL HQ station, W1AW, and disseminate them via nets and repeaters for the benefit of amateurs in the local coverage area, many of whom are not equipped to receive bulletins directly from W1AW. OBS appointees also upload bulletins to local Packet Bulletin Board Systems (PBBS) to foster an informed amateur community.

Technical Specialist -- The Technical Specialist serves as a technical oracle to local hams and clubs, helping them with technical questions, problems and radio frequency interference cases. You need not be an electrical engineer, just someone who's willing to help others enjoy their hobby. TSs also speak at local ham clubs and conventions.

Public Information Officer -- PIOs provide local "grassroots" public relations. They give regular and frequent information about amateur activities to the public via the local media, school programs, presentations to civic groups, exhibits and demonstrations. They also promote the distribution and airing of ARRL public service announcements and other audiovisual material, and public awareness of club recruiting and training activities.

Local Government Liaison -- LGLs are responsible for monitoring proposals and actions by local government bodies which may affect Amateur Radio. They work with the local PIO to alert area amateurs to problems and opportunities involving local government agencies, and coordinate local responses.

Q. The card seemed a little nit-picky to me. Do OOs send cards for discrepancies that lie in the gray area between black and white rules violations?

A. OOs are advised to avoid hair-splitting and to deal with black-and-white rule discrepancies only. They should

	0	FFICIAL OBSERV	ER ADVISORY NOT	TICE
Radio		your cell was hea	rd calling working	_etUTC
Date:	19 _	Frequency	kHz. Mode	Your RST
STEREN CLI	FREQUENCY CKS 7(BROA	INSTABILITY 2 CHIRI	Amateur Radio's reputatio P 3 3 SPURIOUS 4 3 HARN ED AUDIO SI - OVER DEVI B INTERFERENCE 15 1 CA	ATION 10() OUT OF BAND
Remarks: _				
ment factors good ample dition. NO f role by simp on and any	s or operating p or practice ster REPLY 1S NEC ity alerting you, r cooperative of	ractices might have co idend. The intent of this ESSARY. The undersi and is not required to	ntributed to this apparent (I notice is to aler! you to thi gned ARRL Official Obse reply to any corresponden	Ites to determine what equip- departure from the rule or the e above noted operating con- ver has fulfilled this helping or. Thank you for your aften- tr Radio Service which we all
hare with p			Call	

avoid the "gray areas" of the rules. OOs should not be nit-picky either. For example, an OO should not send a notice to someone who forgot to identify his station for ten minutes and eight seconds!

If you feel that the OO sent you a notice that violates the principles of the program, send a copy to your Section Manager (if known) or to Headquarters for evaluation and possible action. Quality control is critically important in a program as sensitive as this one!

Q. Is a record of the notice kept anywhere?

A. Yes. A record of the notice is kept at ARRL Headquarters for a period of one year, after which it is destroyed. Records are kept so that if a case evolves into a serious, hard-core compliance issue, it may be used by the FCC as evidence, showing that voluntary measures of achieving resolution were ineffective. The information is also used to guide OOs in special monitoring efforts. Otherwise, the information is kept strictly confidential and is never released outside of the Auxiliary.

Q. Hey, I received a Good Operator Report. What's that for?

A. Congratulations! To emphasize the positive nature of the program, "Good Operator Reports" are sent to operators whose radio signals and/or operating practices are consistent with the highest standards and are a model for others to follow. Every amateur should strive to pattern



oh me Secon m				
Auxiliary to the	on by the undersigned ARR FCC's Compliance and Infor ple of good amateur practic ork.	metion Bureau, This (Observer thanks	you for your
procedure as a	ial Observer has noted you fine example for all radio a	mateurs.	dio signal quali	ty/operating
We thoug	ht you would like	to know		
Date:	199 Frequency _	kHz. Mode		ST
Radio:	your call was h	neard working	at	UTC.

Q. Are OOs trained and/or certified to perform their functions?

A. Yes! All OOs must pass a comprehensive examination based on a set of study materials, before they can be certified as members of the Amateur Auxiliary. These materials include an extensive training manual, *The FCC Rule Book*, and the *ARRL Handbook*. Many don't pass.

Q. How can I apply to be an OO?

A. It's not a job for everybody: An OO will observe some operating that will fill him with a sense of frustration. There's also no room in the program for "band cops." OOs gain their rewards when they're able to call an undesirable situation to the attention of someone who honestly wasn't aware of it, and who is genuinely appreciative of the assistance.

To apply, contact the person listed below, your Section Manager (see page eight of any current issue of *QST* for his/her address) or ARRL Headquarters.

FSD 6/95

For more information, contact:

or: The American Radio Relay League Headquarters 225 Main St., Newington, CT 06111 Tel: (203) 594-0200



The Amateur
Auxiliary to the
FCC's Compliance
and Information
Bureau
and
ARRL Official
Observers



A Publication of the Field Services Department
The American Radio Relay League



Q. What is the Amateur Auxiliary?

A. The Amateur Auxiliary is composed of approximately 700 ARRL volunteer-appointees, known as "Official Observers" or "OOs," across the country who monitor the bands and notify amateurs of technical and operating discrepancies as a service to their fellow hams. OOs are helper-advisors, not "band cops." In cases involving serious rule violations such as malicious interference, however, they are trained and certified to gather and forward evidence that can be used by the FCC in enforcement actions.

The program is based on a formal agreement between the FCC and the ARRI.

Q. What are its objectives?

- A. The general objectives of the program are to:
- 1. Foster a wider knowledge of and better compliance with the FCC rules;
- Extend the concepts of self-regulation and self-administration in the Amateur Service:
- 3. Enhance the opportunity for individual amateurs to contribute to the public welfare; and
- Enable the Compliance and Information Bureau of FCC to efficiently and effectively utilize its limited manpower and resources.

Q. So, the OO is there to help me?

A. Yes! The role of the Amateur Auxiliary is to provide an unbiased forum for technical and operational advice and other assistance to amateurs who are receptive. The task is not to find fault or lay blame! It is to identify cause and effect, many of which are not based upon technical but behavioral or social issues, and to find ways to achieve solutions to promote good amateur operating and engineering practice on our bands.

Q. Are OOs allowed to enforce the rules?

A. No! The mission is NOT enforcement. Enforcement is a function reserved exclusively by the FCC. Because the boundary between observation and enforcement is not always obvious, mature judgment is clearly required of Auxiliary members and its leadership. The Auxiliary, to be viable and effective, must avoid the appearance of enforcement. It must also avoid the appearance of having a vested interest in any specific type of amateur operations or of being sympathetic to amateur groups which advocate specific activities or causes. OOs are not to be involved in cases where they have a per-

sonal interest. They must be totally objective.

Q. Do OOs deal with RFI problems?

A. No. The Amateur Auxiliary is designed to deal ONLY with amateur-to-amateur interference and improper on-air operation by amateurs. RFI complaints are not within the scope of the program.

Q. Do OOs deal with non-amateur intruders or "bootleggers"?

A. No. Reports of non-amateur HF intruders (a foreign broadcast station, for example) are sent to ARRL HQ for referral to the ARRL Monitoring System, a separate program. Cases involving "bootleggers" on repeaters or elsewhere are simply turned over to the FCC for action since non-amateur cases are beyond the scope of the Auxiliary program.

Q. How are repeater "jammers" handled?

A. A component of the Amateur Auxiliary program, Local Interference Committees (LIC) are commissioned by the ARRL Section Manager with an OO as chairman to track down and resolve repeater jamming problems. If the problem persists, the LIC may develop the package of evidence that the FCC can use to base an enforcement action. LIC members are experts in direction-finding techniques, use good judgment in the art of negotiation to bring about resolutions and often have a ham-attorney as a member.

Q. How are repeater-to-repeater interference and coordination disputes settled?

A. Locally or regionally, by the parties to the dispute and the affected user community. Such matters are beyond the scope of the Amateur Auxiliary program. The ARRL will, however, offer repeater owners, trustees and repeater coordinators/spectrum managers its good services in arranging binding arbitration through the American Arbitration Association or similar forum.

Q. Isn't the OO doing work that should more properly be done by the FCC?

A. Amateur Radio monitoring and enforcement are low priorities at the FCC. Time and time again, the FCC has indicated that we're largely on our own in keeping our operating standards and spectrum in shape. The Amateur Auxiliary program and its OOs are the League's answer to this challenge.

Q. What can be done about interference on the HF bands?

A. Interference is a fact of life on today's crowded HF bands and most of it is of the "no-fault" kind that's better resolved by being flexible than by confrontation. Interference in and of itself is not illegal. Only malicious interference is actionable under the rules. It exists in its clearest form when the following conditions are met:

1) Two or more stations are in communication on a frequency.

- 2) Another station begins transmitting on the same or an adjacent frequency.
- 3) The original stations, acknowledging on-the-air that they cannot copy one another through the interfering station's transmissions, decide to move to another frequency.
- 4) When they move, the interfering station follows and commences interfering transmissions again.

Additionally, it must involve an ongoing campaign on a regular, repeated basis: No one can reasonably expect the FCC and/or the Amateur Auxiliary to act on a one-time, isolated event.

Q. What can be done about hams that make rude remarks, racial slurs, or transmit obscene or indecent words?

A. Much of what is heard is inappropriate and violates standards of polite society, but it is not illegal. Only obscene or indecent transmissions are illegal. See the League's FCC Rule Book for a discussion of how the FCC defines the standards for obscenity and indecency. Serious cases can be referred to the Amateur Auxiliary for handling.

Language that's inappropriate, but not illegal, or isn't so serious that we can reasonably expect the FCC to devote resources to its correction, must be addressed by the amateur community itself. We must not let the bad behavior drive out the good: Each of us who cares about Amateur Radio must maintain the highest possible standards when operating, even in the face of provocation. We must let other amateurs know, as politely as possible, that we expect them to observe the same standards.

Q. I got an OO card in the mail! What do I do now?

A. First, don't worry: This is not a citation! The OO post card is simply a friendly note to alert you to possible equipment factors or operating practices that might have contributed to an apparent departure from a rule or the good amateur practice standard. Remember, OOs are friendly helperadvisors, not the "radio police"! Their mission is to assist those who are receptive to being assisted.

Q. Do I have to reply to the notice?

A. No reply is necessary! You may want to take a few minutes to determine what caused the apparent problem, and then take steps to fix it. Most likely, you're proud of your license and the work you've put into getting it—you want to have the same pride in the quality of your signal and operating practices. Your corrective actions might even head off an FCC "pink slip" down the road.

CHAPTER 3: TECHNICAL STANDARDS

3.1 Introduction

With different technical backgrounds amongst the participants in the Amateur Auxiliary, this guide cannot begin to try to present a comprehensive technical base. There are many technical publications already in existence that can do this. But the high level of technical expertise exhibited by the amateur community is well known, and will no doubt be tapped in staffing the Amateur Auxiliary. Thus, the function of this chapter is to merely mention some of the areas that perhaps deserve greater attention, offer a few precautions, and list some references that may serve two purposes: (1) to benefit the OO in upgrading technical knowledge of the specifics involved in volunteer monitoring; and (2) to help him effectively respond to those who receive OO Advisory Notices and seek advice and authoritative literature. Thus, the general amateur population can gain an increased knowledge and understanding of what are the probable causes of any technical difficulties with their radios.

3.2 What to Watch For and Some Precautions

The OO program is intended to note discrepancies and call them to the attention of those who very often are unaware of the discrepancy or who do not realize that what they are doing is potentially in violation. For example, it is quite common for an amateur to be unaware of a harmonic or spurious signal strong enough to be heard in distant places, but outside the amateur bands. Novice licensees especially are subject to this discrepancy, so it is appropriate to listen in second and third harmonic multiples of the Novice bands. It is often surprising how many can be heard, and usually Novices are most grateful to be notified. Higher grade licensees, especially those running increased power, or involved in control operations, are also far from immune to undue harmonic radiation.

Often the operator of a station having key clicks and chirp on his CW signals is unaware they exist. Broad signals, with byproducts of splatter and distortion, are frequent on the phone bands, while FM signals are prone to overdeviation. These are all technical difficulties that can be watched for and are subject to notification. The recipient will almost invariably appreciate the notification.

However, key clicks and phone splatter can also result from receiver overload in the case of extremely strong signals, especially those being radiated locally. Be careful to make sure you are not sending a notice to someone merely because his signal is strong, causing clicks or splatter at your location which would not be noticeable at a distance. Even in the case of one-hop skip, a signal can be so strong as to produce overloading in some receivers. Sometimes a local condition can make a signal sound as though it is ac-modulated. Occasionally strange mixing effects caused by strong local signals can cause "birdies" where no signal actually exists. Images are also frequently present in receivers without proper shielding or isolation between stages, and of course are also more pronounced with strong local signals. Whenever you hear a signal where it shouldn't be, always consider that it could possibly be your equipment. Check it out carefully, and only when there is no shadow of doubt, send the OO Advisory card. If in doubt, don't.

Nothing is worse than accusing someone of something the individual is not guilty of. When an OO does this (and occasionally it happens!), the whole program suffers. Consequently, all OOs must be careful to make proper identification (ID), and make sure that any noted discrepancy is not the result of receiver deficiencies or carelessness.

3.3 References

The OO candidate is required to be familiar with the following references from the ARRL Handbook. Although references pertain to the 1994 edition, previous editions also are acceptable:

Digital Communications: Chapter 19 Voice Communications: Chapter 18

Repeaters: Chapter 14

The 1994 ARRL Handbook features a chapter devoted exclusively to monitoring and direction finding. This chapter is a substantial asset to Amateur Auxiliary activities, and, in fact, was written with the Amateur Auxiliary program in mind.

The FCC Rule Book, provided to all OOs, also contains a wealth of information on technical standards. Additionally, the ARRL Repeater Directory contains information on repeater-related problems, and a bibliography of articles on direction-finding.

EXHIBIT I

CHAPTER 4: ADMINISTRATIVE PROCEDURES

4.1 introduction

ARRL Official Observers are among the most important of Field Organization appointees because OOs perform a function vital to the future of Amateur Radio's own well-being. The OO must not only be a well-qualified amateur (properly trained and certified), but must also be capable of exercising good judgment, tact and diplomacy. There is no place in the Amateur Auxiliary/OO program for amateurs with uncontrollable prejudices or patronizing attitudes. OOs are dedicated to a mission of help and fraternalism, to advise fellow amateurs of potential violations of amateur regulations and to request that they take corrective measures in the interest of the general welfare of the Amateur Radio Service. We are confident that you are this type of individual and that you will continue the good reputation of the OO program that has been established both among amateurs and FCC officials who are aware of and in sympathy with the self-regulatory goals of the Amateur Radio Service.

Any potential violation by an amateur of an FCC regulation is of interest and concern to all of us as radio amateurs. The purpose of the Amateur Auxiliary/OO program is to note such discrepancies and call them to the attention of those who very often are unaware of the discrepancy or who do not realize that what they are doing may be in violation. We as amateurs must keep our own house in order since, as already noted, the Field Operations Bureau of the FCC has the function of enforcing the

Official Relay Station				ARRL FIELD ORGANIZATION APPLICATION FOR STATION APPOINTMENT						
Official Relay Station	Official Relay Station	I								
Official Relay Station	Official Relay Station	heret	y submit application to the Section I	Manager or designated Se	ction-level official)					
Official Energency Station Official Energency Station Official Energency Station Technical Repeated Support Technical Specialist Public Information Officer Local Government Lisison My qualifications are: Januarian assessmit evaluation are in representations of the station of the sta	Official Emergency Station (Must hold minerum Technician Class iconse for 4 or more years) Official Bulletin Station (Must hold minerum Technician Class iconse for 4 or more years) Technical Specialist — Public Information Officer Local Government Liaison My qualifications are: Identified assessmittle cusmons are: Address — Phone number — Technical Color Technical Class iconse for 4 or more years) Address — Phone number	of the	Section, for appointment	at:						
Official Observer	Official Observer	Official Relay Station								
Official Buildent Station Technical Specialist	Official Bulletin Station Technical Specialist	Official Emergency Station								
Technical Specialist	Technical Specialist —— Public Information Officer Local Government Liaison My qualifications are: Jestific agreement agreement and movern Address Phone number —— **Technical Specialist **	Official Observer	(Must hold minimum	Technician Class license for	4 or more years)					
Address	Address	Official Bulletin Station								
Address	Address	Technical Specialist								
My qualifications are: Jacobs approxima pagement common Address State by San Na	Address Phone number	Public Information Officer								
Address type the team of team of the team of team of the team of the team of the team of t	Address	Local Government Lusison								
Address type the team of team of the team of team of the team of the team of the team of t	Address	**								
Address	Address	my quantitations are:	•							
Address	Address Cr San Ta	describe appropriate experience profits	energy (
Address	Address Cr Same No.									
salabat cala approximate salabat salab	Phone number			·						
salabat cala approximate salabat salab	Phone number									
Phone number										
	Arrit manuarani number (nom 437 /4	Address	affect (dy							
APPL Introducting number(nom QS)		Address	SPage City							
-art										
		Apdress Phone number ARRL membership numbe	Proc. CV	-	(from QS7 la					
I have read the description of the duties and responsibilities of the appointment, and agree to maintain ou League membership, and report my station activity to designated section officials on a monthly basis.		Address Phone number ARRL membership numbe	of the duties and responsibilities of	the appointment, and agree	(from QS7 lat					

Fig 4-1 — OO appointment application form

regulations governing many services, and the demands on it are much greater than it can adequately perform. It is imperative that the FCC not be over-burdened with simpler amateur matters. Expertise and motivation must be channeled in an organized fashion such that amateurs needing assistance or seeking guidance on regulatory interpretations request such enlightenment from the Amateur Auxiliary and not further strain the diminished resources of the federal government. The role of the FCC should be seen as a final authority subject to the actions prescribed in this manual.

4.2 Qualifications

To be appointed as an Official Observer the candidate must meet the qualifications outlined on Form FSD-187, be recommended for appointment by the Section Manager, and successfully complete this FCC-approved training program. The final step in this training program is to successfully complete the examination phase. After the OO candidate has submitted the exam to HQ for evaluation, both the candidate and Section Manager will be advised of the results. Upon successful completion of this phase, the Section Manager will then issue the Official Observer certificate with the certification sticker. The new OO can then begin volunteer monitoring duties. The Section Manager and/or OO Coordinator may at any time decertify any OO who fails, in their opinion, to maintain high standards set forth in this training guide.

4.3 Official Observer Advisory Notice, FSD-213

The primary notification tool of the OO is the Official Observer Advisory Notice, FSD-213. This card is used for notifying stations of discrepancies in operating. A space is provided for reference to the appropriate FCC regulation. The OO should research the regulation in question to be sure it applies. The psychology of properly filling out an FSD-213 is contained in paragraph 6.3. A rubber stamp is convenient for indicating return address. Cards for amateurs for whom you do not have an address may be mailed to HQ for forwarding, including new licensees not yet listed in a call sign directory. Stations operating under reciprocal operating permits may also be difficult to locate. Such cards may also be sent to HQ for forwarding where addresses can be determined.

Official Observers should be careful to avoid sending a notice to someone interfering with them or a net or repeater in which they are operating. This is not ordinarily conducive to good relations with the amateurs the program is trying to serve. Even when an interfering station has key clicks or chirps or is splattering badly, it is best not to take the chance of giving the impression that the notice arises from your personal interest. (On the other hand, there is no harm in asking another Observer to take an independent look if the clicks/chirp continue to be observed.) Make your advisories strictly the result of detached objective monitoring in which you are not otherwise personally involved.

4.4 Reporting Your Activity, FSD-23

The OO is required to report to the Section OO Coordinator or Section Manager in a regular, timely manner. The Section Manager (or OO Coordinator) determines the acceptable frequency of reporting on a discretionary basis. FSD-23 is used for